



DOCKET NO. 18086STUS01U (NORT10-00101)  
Customer No. 33000

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of : Paul M. Brennan  
Serial No. : 09/739,706  
Filed : December 20, 2000  
For : METHOD, DEVICE AND SOFTWARE FOR ASSESSING URGENCY  
OF INCOMING COMMUNICATIONS  
Group No. : 2645  
Examiner : MD Shafiul Alam Elahee

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Technology Center 2600

MAIL STOP AMENDMENT

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

CERTIFICATE OF MAILING BY FIRST CLASS MAIL

Sir:

The undersigned hereby certifies that the following documents:

1. Response to Office Action;
2. A postcard receipt;

relating to the above application, were deposited as "First Class Mail" with the United States Postal Service, addressed to MAIL STOP AMENDMENT, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on May 13, 2004.

Date: 5/13/04

Date: 5/13/2004

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DOCKET NO. 13016STUS01U (NORT10-00101)  
Customer No. 33000

PATENT

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of : Paul M. Brennan  
Serial No. : 09/739,706  
Filed : December 20, 2000  
For : METHOD, DEVICE AND SOFTWARE FOR ASSESSING  
URGENCY OF INCOMING COMMUNICATIONS  
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**MAIL STOP AMENDMENT**  
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Alexandria, VA 22313-1450

Sir:

**RESPONSE TO OFFICE ACTION**

No fees are believed to be necessary; however, in the event that any fees are required for the prosecution of this application, please charge any necessary fees to Deposit Account No. 50-0208. No extension of time is believed to be necessary. If, however, an extension of time is needed, the extension is requested and please charge the fee for this extension to Deposit Account No. 50-0208.

In response to the Office Action having a mailing date of February 13, 2004, Applicant presents the following remarks: